

2019

## City Service and Characteristics Report

Fernando J. Guerra

Brianne Gilbert

Mariya Vizireanu

Alejandra Alarcon

Follow this and additional works at: <https://digitalcommons.lmu.edu/studyla-reports>

---

### Recommended Citation

Guerra, Fernando J.; Gilbert, Brianne; Vizireanu, Mariya; and Alarcon, Alejandra, "City Service and Characteristics Report" (2019). *Reports*. 14.

<https://digitalcommons.lmu.edu/studyla-reports/14>

This Book is brought to you for free and open access by the StudyLA at Digital Commons @ Loyola Marymount University and Loyola Law School. It has been accepted for inclusion in Reports by an authorized administrator of Digital Commons@Loyola Marymount University and Loyola Law School. For more information, please contact [digitalcommons@lmu.edu](mailto:digitalcommons@lmu.edu).

Los Angeles County Cities by Service Planning Areas

Service Planning Area 1  
Antelope Valley

Lancaster Palmdale

Service Planning Area 2  
San Fernando Valley

Agoura Hills La Cañada Flintridge  
Burbank Los Angeles\*  
Calabasas San Fernando  
Glendale Santa Clarita  
Hidden Hills Westlake Village

Service Planning Area 3  
San Gabriel Valley

Alhambra Monrovia  
Arcadia Monterey Park  
Azusa Pasadena  
Baldwin Park Pomona  
Bradbury Rosemead  
Claremont San Dimas  
Covina San Gabriel  
Diamond Bar San Marino  
Duarte Sierra Madre  
El Monte South El Monte  
Glendora South Pasadena  
Industry Temple City  
Irwindale Walnut  
La Puente West Covina  
La Verne

Service Planning Area 4  
Metro LA

Los Angeles\* West Hollywood

Service Planning Area 5  
West

Beverly Hills Malibu  
Culver City Santa Monica  
Los Angeles\*

Service Planning Area 6  
South

Compton Lynwood  
Los Angeles\* Paramount

Service Planning Area 7  
East

Artesia La Mirada  
Bell Lakewood  
Bell Gardens Maywood  
Bellflower Montebello  
Cerritos Norwalk  
Commerce Pico Rivera  
Cudahy Santa Fe Springs  
Downey Signal Hill  
Hawaiian Gardens South Gate  
Huntington Park Vernon  
La Habra Heights Whittier

Service Planning Area 8  
South Bay

Avalon Long Beach  
Carson Los Angeles\*  
El Segundo Manhattan Beach  
Gardena Palos Verdes Estates  
Hawthorne Rancho Palos Verdes  
Hermosa Beach Redondo Beach  
Inglewood Rolling Hills  
Lawndale Rolling Hills Estates  
Lomita Torrance

\*The city of Los Angeles falls within five different service planning areas

Los Angeles Public Opinion Survey

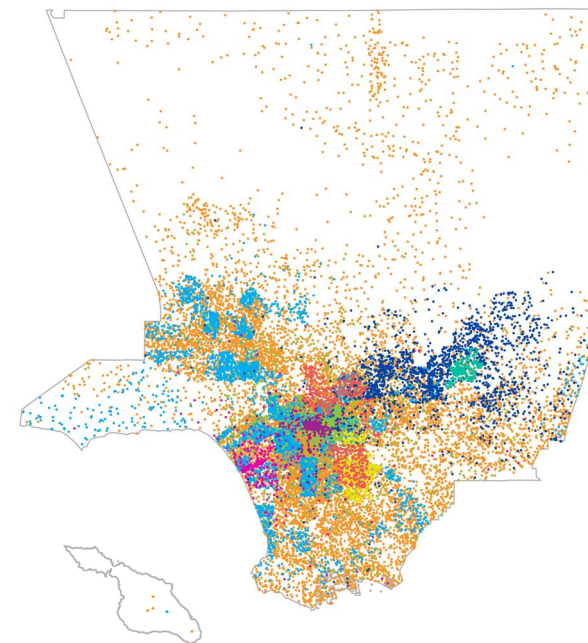
Every January, StudyLA conducts a public opinion survey, the Los Angeles Public Opinion Survey, which is the largest annual general social survey of any one area in urban America. Since 2014, the survey has had more than 14,000 respondents, resulting in over 4,600 hours of meaningful conversations with Angelenos throughout the region.

Methodology At-A-Glance

- Annual public opinion survey of LA County residents
- Over 100 questions on quality-of-life perceptions, personal economic well-being, overall life satisfaction, and various civic issues
- 20-minute telephone and online sessions
- Administered in English, Spanish, Mandarin, and Korean
- Over 2,000 residents surveyed countywide each year

StudyLA Research

Since 2014, StudyLA has surveyed over 26,400 residents throughout the region



Public Opinion Surveys  
14,091 respondents

LA Votes  
5,842 respondents

LA Votes LAUSD 5th District  
562 respondents

City of Duarte Survey  
401 respondents

Foothill Gold Line Survey  
1,965 respondents

Playa Vista Survey  
604 respondents

Pico Union Survey  
411 respondents

Downtown LA Survey  
2,207 respondents

Southeast Cities Survey  
401 respondents

Los Angeles County Cities by Population Size

Cities are listed in descending order by population



Population ≥100K

Los Angeles  
Long Beach  
Santa Clarita  
Glendale  
Lancaster  
Palmdale  
Pomona  
Torrance  
Pasadena  
El Monte  
Downey  
Inglewood  
West Covina  
Norwalk  
Burbank



Population ≥60K–<100K

Compton  
South Gate  
Carson  
Santa Monica  
Whittier  
Hawthorne  
Alhambra  
Lakewood  
Bellflower  
Baldwin Park  
Lynwood  
Redondo Beach  
West Covina  
Montebello  
Monterey Park



Population ≥25K–<60K

Gardena  
Huntington Park  
Arcadia  
Diamond Bar  
Paramount  
Rosemead  
Glendora  
Cerritos  
La Mirada  
Covina  
Azusa  
Bell Gardens  
Rancho Palos Verdes  
La Puente  
San Gabriel  
Culver City  
Monrovia  
Temple City  
Bell  
Manhattan Beach  
Claremont  
West Hollywood  
Beverly Hills  
San Dimas  
Lynwood  
La Verne  
Pico Rivera  
Maywood  
South Pasadena



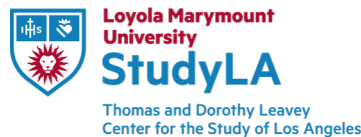
Population <25K

Cudahy  
San Fernando  
Calabasas  
Duarte  
Agoura Hills  
Lomita  
La Cañada Flintridge  
South El Monte  
Hermosa Beach  
El Segundo  
Artesia  
Santa Fe Springs  
Hawaiian Gardens  
Palos Verdes Estates  
San Marino  
Commerce  
Malibu  
Signal Hill  
Sierra Madre  
Westlake Village  
Rolling Hills Estates  
La Habra Heights  
Avalon  
Rolling Hills  
Hidden Hills  
Irwindale  
Bradbury  
Industry  
Vernon

About StudyLA

The Thomas and Dorothy Leavey Center for the Study of Los Angeles (StudyLA) at Loyola Marymount University advocates for a better, more equitable Los Angeles through research, student mentorship, and engagement with residents and leaders. Founded in 1996, StudyLA conducts groundbreaking research and has become a respected leader in public opinion surveys, exit polls, and leadership and community studies.

For more information about this research, contact Brianne Gilbert at [brianne.gilbert@lmu.edu](mailto:brianne.gilbert@lmu.edu)



[LMU.edu/studyLA](https://lmu.edu/studyLA)



September 2019

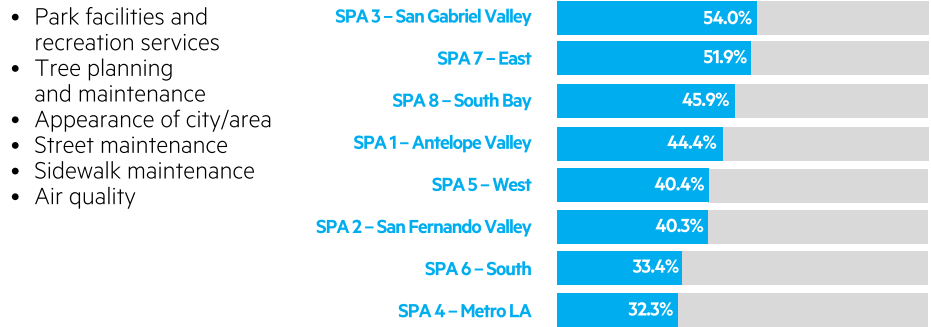
Resident Perceptions on City Services and Characteristics

An overview of StudyLA's Los Angeles Public Opinion Survey 2014–2019

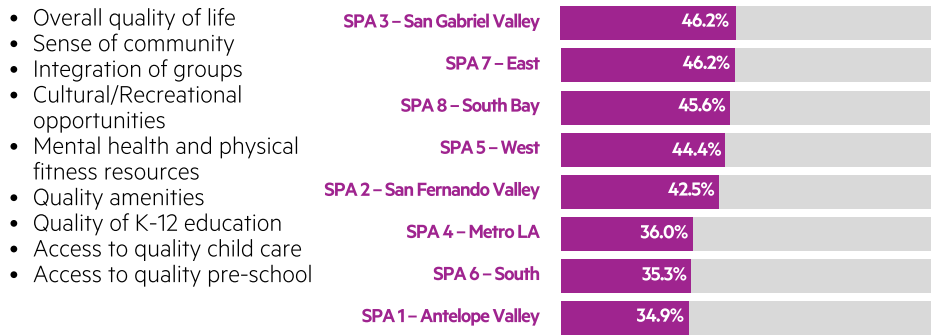
# How would you rate the service/characteristic as it relates to your city or area as a whole using the scale good, fair, or poor?

Since 2014, StudyLA's annual Los Angeles Public Opinion Survey of over 2,000 residents has asked respondents to rate 39 different city/county services and characteristics. These 39 questions are divided into six major themes: transportation, crime and safety, built environment and recreation, community and culture, utilities and services, and employment and affordability. Survey respondents rate each item using the scale good, fair, or poor. The percentage for each theme is the compilation of the "good" rating within each of the Los Angeles County service planning areas (SPAs).

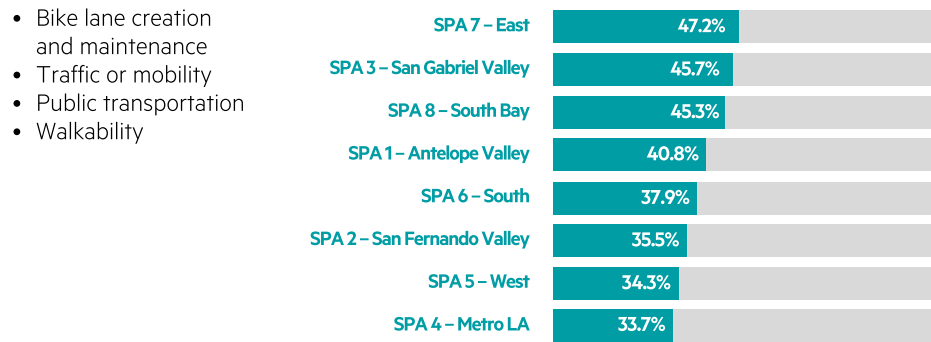
## Theme: Built Environment/Recreation



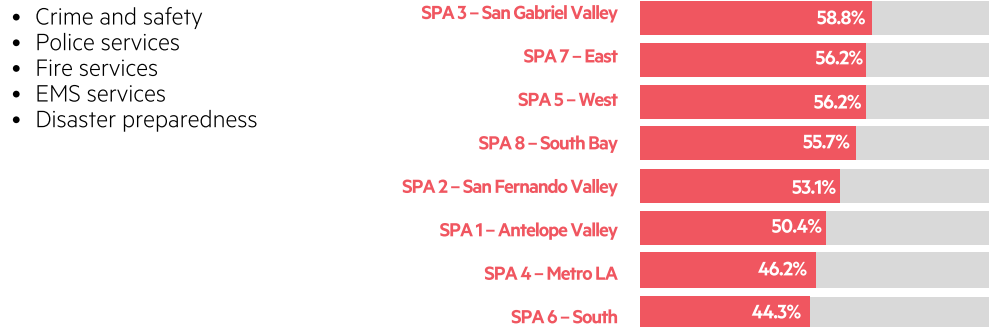
## Theme: Community/Culture



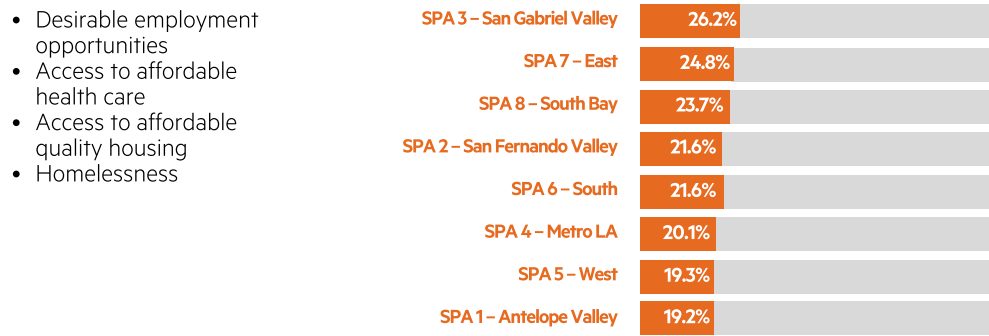
## Theme: Transportation



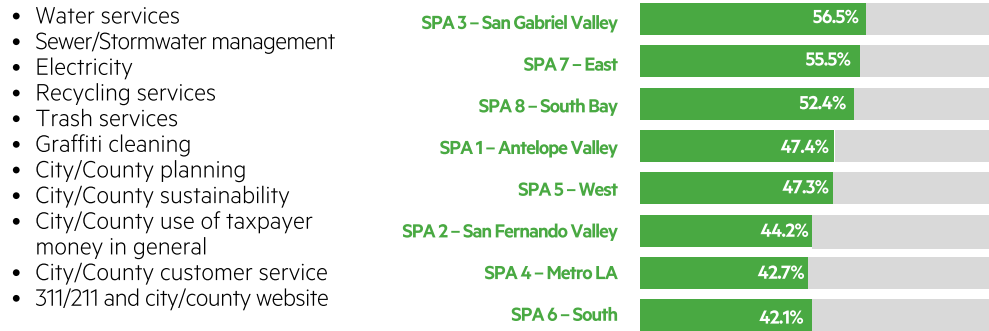
## Theme: Crime and Safety



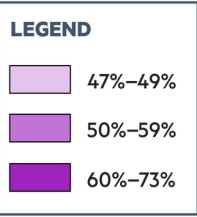
## Theme: Employment/Affordability



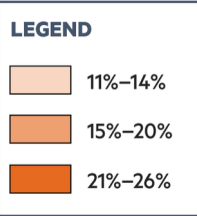
## Theme: Utilities/Services



Percentage of "good" rating for "amenities" characteristic by SPA



Percentage of "good" rating for "access to affordable quality housing" characteristic by SPA



Percentage of "good" rating for "city/county sustainability" service by SPA

